

Looking after your password

The information in My Medical Record is confidential and personal to you. You should protect your access details and password, in the same way you would do for your other private online services, for example your bank. When you choose a password make sure it is something memorable known only to you. Don't share it with anyone. It is good practice to change your password regularly, even if you think nobody else knows it.

If you need to change your password, go to the main screen and click on the 'Forgotten your password?' link.



How we use your information

Personal information you provide in My Medical Record may be used by us in a number of ways, for example:

- to update your main hospital record
- to provide you with:
 - appropriate healthcare and treatment, now and in the future
 - advice and information relating to your treatment and care
 - the opportunity to take part in our research and development projects, as well as surveys and audits we undertake to improve our services

Confidentiality and your rights

To understand more about confidentiality and use of patient information systems please see our Confidentiality and use of patient information leaflet. You can search for it on our website.

Your rights

If you want to know more about your rights regarding the ways we use your information or how you can obtain copies of the information we hold about you, please visit our website www.uhs.nhs.uk or contact the data protection office on **023 8120 5079**.

Contact us

Email: mymedicalrecord@uhs.nhs.uk

Twitter: [@mymedrec](https://twitter.com/mymedrec)

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For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email patientsupporthub@uhs.nhs.uk

For help preparing for your visit, arranging an interpreter or accessing the hospital please visit www.uhs.nhs.uk/additionalsupport

www.uhs.nhs.uk

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My Medical Record

Information for patients



This leaflet introduces our personal health record (PHR), My Medical Record, a secure, patient-owned record provided by University Hospital Southampton. It gives you access to your own online health record containing information jointly managed and maintained by you and the hospital.

The service has the potential to contain a complete summary of your medical history, enabling you to manage your healthcare while you are away from the hospital. We have developed this service because our research has shown that patients value the ability to have access to their hospital information online. This service is free.

How the service works

My Medical Record is owned and operated by University Hospital Southampton NHS Foundation Trust (UHSFT).

My Medical Record stores and displays the personal and medical information held in your OpenPHR record, some of which will be loaded from UHSFT systems. Information can be viewed and shared securely from any web-enabled device, such as computers, laptops, tablets and smartphones. The My Medical Record app is available on iOS and Android.



It allows you to add your own information about your health, including details which may be being monitored as part of your current treatment, such as your weight or blood pressure. In some cases, this may reduce the need for you to attend outpatient appointments. You can also keep a record of anything that you think might be relevant to your overall healthcare, such as medications or emergency contacts.

While any University Hospital Southampton patient can use the service to perform actions such as receive documents, results and manage their appointments, My Medical Record also has a range of condition specific tools.

A summary

- a secure online record, allowing you to co-manage your healthcare online
- accessible from any web-enabled device
- helping you and clinicians to share information online
- captures pre-assessment data before patients visit hospital
- provides you with information from the hospital
- reduces the need for hospital visits
- gives you the option to 'go paperless' for some clinical letters

How to sign up

My Medical Record is free and available to any patient who is having, or has had, treatment or used services at one of our hospitals. You need to register to use the service. There are three types of registration:

Clinical team registration

You may be invited to use My Medical Record by your clinical team. Once registered you will be able to see the information relevant to your treatment and care. You will be able to send messages to the team treating you. You will also have access to information that is relevant to your condition. As part of your care, you may be asked to provide information about yourself to keep your record up to date.

Self-registration

The standard registration for My Medical Record will give you online access to your results, letters and appointments. You will need an NHS Login to register for your own My Medical Record account. You can create an NHS Login by visiting this website <https://help.login.nhs.uk/setupnhslogin/>

Visit the My Medical Record website to register your account using your NHS login
www.mymedicalrecord.uhs.nhs.uk/SignUp



Invite by text message

You may receive a text message invite if you have an upcoming outpatient appointment or have recently attended one. You will be sent a link to the registration form, a unique invite code and instructions on how to register.

What if I don't have access to the internet?

We would like to make this system available to all our patients, even those who do not access the internet at home. Many of our patients have sought assistance from family and friends or community IT resources (your local library for example) when needed.

In order to register for My Medical Record you have to provide an email address and mobile phone number. If you do not have these you may wish to let a member of your family or a friend help you to access the system or log on on your behalf.

You must obtain their consent to do this as we will store their email and mobile phone number against your details.

Your responsibilities

The main difference between My Medical Record and other information we hold about your healthcare is that the information in your personal health record belongs to you. Your clinical team may ask you to regularly update information such as your weight or the medication you are taking, along with other information that may be helpful for your healthcare team to know. These are things you might normally tell us when you attend a clinic appointment.

Please regularly check that the information is accurate and make changes if required. However, please think carefully before removing information that might make it easier to care for you. If in doubt, check with your healthcare team first.

It's important to understand that you will be able to see a wide range of information about your health when you access My Medical Record. As you use the website or app, you are offered choices about the information you will see. You can choose to enter some parts of your record and not others. If you do not wish to see certain types of information, please do not open these sections.